

fsu@work

.westpac fsu member magazine

“It’s our agreement - let’s
make it work for us.”

Our Enterprise Development Agreement 2004

June 2004



- **Better pay**
- **Real control,
Real choice**
- **No Trade-offs**

In this Issue: Meet your National FSU Council for EDA 2004, Union Claim, How you can get involved

NATIONAL SECRETARY'S MESSAGE



Photographer: James Lantier

Paul Schroder

Welcome to this special EDA edition of FSU@work in Westpac.

The making of a new union collective agreement for Westpac staff in the coming months is a great opportunity for members to take an active role in successfully securing better working conditions.

Many have already attended meetings and participated in FSU forums to have their say about what they want to achieve from the agreement.

The clear message is members want: better pay, real control and real choice and no trade offs. The key people to help achieve this are the members of your FSU National Council.

National Council is made up of FSU reps working in Westpac and they are committed to working with you to ensure this EDA delivers real change.

Please take the opportunity in the coming pages to meet them and look out for more from them in the coming months.

National Council is committed to ensuring that in this round of bargaining Westpac 'walks the talk' by listening to FSU members and delivering a genuinely progressive agreement.

To make sure the bank is listening, and to support your National Council, staff must get organised in the workplace by joining the union, discussing issues, using bank forums to raise issues, talking to their Council representatives and attending union briefings.

Ultimately, it is only through building and maintaining union activity in every Westpac workplace that real benefits flow from what is negotiated at the bargaining table.

I look forward to working with you and your Council to realise those benefits in your workplace.

MEET YOUR NATIONAL COUNCIL

WESTERN AUSTRALIA



Photographer: Mark Coddington, Soma Photo Agency

VLADIMIR BALTINAS

Vladimir is looking forward to helping staff with their rights and conditions.

FSU Rep, Vladimir Baltinas from Dinella Plaza is looking forward to participating in National Council. "I have seen what can be done to help workers and would like to participate in improving workers rights and conditions," says Vladimir. "It will also be interesting to see how EDA negotiations work".

"The proposals from Westpac have not tackled all the issues raised by members", he says. "Theoretically there are some good ideas in there; for instance, the purchasing of extra leave. However, while it is a good idea that may help a lot of people, especially those with young children, there seems little point in having extra leave when the majority of staff don't have easy access to their leave as it is. This is why we need to tighten the clause we have already to assist members in taking what's theirs".

"The FSU claims look strong" he says. "I'm glad the FSU is there to represent us and to improve on the existing agreement. They always explain the pros and cons, so when we decide we make an informed choice".



Photographer: Mark Coddington, Soma Photo Agency

ROB HOWELL

Rob is committed to helping employees have a voice in their workplace.

Rob from the Joondalup Contact Centre joined the Union and the National Council to be able to voice the concerns and views of the WA members and assist in getting a fair deal for all workers regardless of background.

"I think that there is room for improvement and that the final proposal should be about moving forwards not backwards. The members in my area think FSU's claims are a positive step forward and really represent members' views. We need to help deliver employees a real say at work."

QUEENSLAND



Photographer: Exposure

VISHWA GOUNDER

Vishwa encourages staff to get behind FSU's claims.

Working at a grassroots level at 260 Queen St, Brisbane has given Vishwa good insight into what people want from the Westpac EDA.

"Being on relief staff I can see how important it is to have adequately trained staff to relieve in all absences",

he says. "All jobs in the branches have changed and grown in recent times, and the system does not recognise these efforts. Members tell me we deserve more pay for the extra hours, work and skills and our pay does not reflect our responsibilities"

"If the Bank is serious about being number one by September 2005, they need to listen to their staff and especially those who have face to face contact with customers.

"If they want the 'ask once' philosophy to succeed they need to ensure that it is applied internally as well", he says.

"On the surface, Westpac's agenda in EDA looks OK, but if you look deeper, it's concerning that they are proposing that some conditions may fall by the wayside, like weekend penalty rates.

"On the other side I think the FSU's claims of moving conditions forward if we all get behind it, can make our workplaces better. The fact that the bank is now addressing issues with CSR2 pay is no coincidence as FSU members have been pushing for this".

Photo supplied by FSU



ANDREW BROADFOOT

Including M level increases in EDA would be a fair and equitable result for effort.

Business Finance Manager, Andrew Broadfoot deals face-to-face with small business customers for business and consumer lending needs at the Westpac Toowoomba branch.

Andrew became a rep not long after joining Westpac in 1989. "Family history almost compelled me to become a rep, but the main reason was that I don't like being

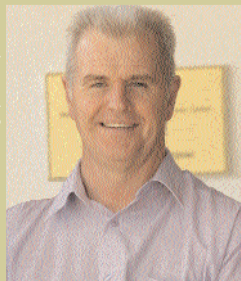
bullied by the "Haves" because they think I'm a "Have-not".

"I want to join National Council for a number of reasons, but main reason is I am sick and tired of M packaged staff being treated like slave labour. Grades below us and in consumer roles are slowly catching up on us through base rates increases in EDA whilst our increases (if we get one) only just keep us above minimum grade (eg I have been MI 3 years and I am still only \$500.00 pa above minimum).

"Including M level increases in EDA would be a fair and equitable result for effort. How one group should be discriminated against in guaranteed pay rises, when they have no extra benefits that aren't readily available to every other staff member, is atrocious. It is a hold-over from the good old days when managers enjoyed a lot more perks. Now, our perks are the same as an entry level CSR, our bonuses are harder to obtain, yet we don't get the same base pay increases. You tell me if Westpac is being fair and equitable. I think not".

SOUTH AUSTRALIA / N.T.

Photographer: Tony Lewis



MARTIN TOWEY

"We need to speak up and tell the bank what we want" says Martin.

Five years as an FSU Rep at the TMC in Lockleys have provided Martin Towey with invaluable experience he can take to National Council. "I am in touch with staff and that is very useful when negotiating with the Bank".

"I think it's healthy that both the FSU and the bank are

asking what we think. For example, staff are saying the 4% we get now is not enough and that we want to be rewarded for our hard work and commitment. We need to say this out loud, there's no use keeping it to ourselves. Everyone should make sure they are making comments - only then can you get a true reflection of what people are thinking. Everyone has a voice and this is the time to use it".

Photographer: Tony Lewis



DONNA ORMEROD

"The EDA outcome will affect you, so make sure you have your say" says Donna of the Salisbury branch in SA.

Fifteen year Westpac veteran, Donna Ormerod has seen lots of changes over the years. While she thinks Westpac play reasonably fair, she also deems it important that staff involve themselves to make sure things stay that way. "Being on Council gives me the opportunity to give that balanced view".

"A lot of staff think the EDA outcome won't affect them or it's no big deal, which I think they'll find is not the case, but it will be too late. We need to look at everything more closely and as part of Council I want to look at the implications of what the bank is proposing and be that voice. What we are putting together shows we know what staff are thinking about".

VICTORIA / TASMANIA

Photographer: Neil Richardson



DALE BUGG

“Give us a break Westpac” says Dale.

Currently on a local rep committee in Launceston Tasmania, Dale Bugg of Kings Meadows was encouraged to take the step up to a national level, to gain a broader insight into staff issues in the lead up to EDA negotiations.

“Everyone wants to be a part of Westpac’s vision to be the number one financial provider by 2005 and most people agree with one customer call, one customer experience”, he says. “But to achieve this staff have taken on more responsibility and more knowledge and are not being recognised”.

Dale says his members want to be fairly rewarded both now through a better pay increase and in the future through improved super contributions. “The business needs to contribute”.

Another hot button issue Dale wants to pursue for his members is breaks. “For some time members have been saying the increased pressure at work without breaks is leading to real occupational health and safety concerns. In this EDA we want staff to get these breaks”.

Photographer: Nikol Fotographi



JANE COFFEY

“We still have a long way to go” says Jane.

Jane of the Bentleigh branch in Victoria is confident that she will find National Council a great opportunity to voice the opinions of staff and set standards of basic entitlements.

“Harassment over targets, part time staff having to change hours even if it is detrimental to their current life style, staff not being informed of basic entitlements such as travel money, tea money....the list goes on”, says Jane. “Scare tactics are used if targets are not met and loyal and experienced staff are resigning because of the stress of being replaced with inexperienced staff, placing further hardship on existing staff.

“Under-staffing and not having enough relief is a major stress on all staff. Customers become angry and aggressive which directly affects staff.

“While I found merit in some of Westpac’s agenda, I certainly do not agree with making Saturday work part of rostered hours unless mutually agreed. And while I agree with pay increases across the board and increased superannuation, it’s important not to lose any entitlements that are already in place.”

FSU Rep Jo Pickett from the Huon Contact Centre, Launceston is also a representative on the National Council. Jo was unavailable for comment at the time the magazine was going to print.

NEW SOUTH WALES / A.C.T

Photographer: Urs Bucher



ADAM KEZIK

“We must move forward” says Adam.

Adam Kezik works in Penrith branch in Sydney. A career banker who previously worked for the Commonwealth, Adam was one of the leading forces in ensuring the success of the 2003 Sydney Westpac Representatives Conference and is a longstanding member of the Union’s Westpac Council in NSW/ACT. Adam’s branch is a Saturday trading branch and will bring this expertise to the National Council team.

Adam and his workmates are concerned at the bank’s proposal to cut their pay by reducing Saturday loadings despite promises made just a year ago when Saturday trading was reintroduced in NSW after a 40 year absence.

“What has changed about the job that justifies penalising staff?” asks Adam. “We have been doing a good job, we are raising the image of the bank through better service and now we are under attack. It doesn’t sit well with the aim of being number 1 by September 2005.”

Adam is very keen to make sure that staff don’t go backwards, “This EDA must be about going forward. There can be no trade-offs”.



JULIE BURDON

Julie is hoping the EDA will bring better staffing, fairer targets and improved annual leave conditions.

Julie Burdon works at Westpac Cards in the MBS team with a team that is proud to be 95% union.

Julie brings to the team her experience in negotiating from her part in representations on behalf of members who lost their jobs as part of the NSW/VIC call centre migration.

Julie says: "This EDA must deliver 'real control' to staff through better staffing and relief arrangements, agreed performance targets, removing the barriers to taking your annual leave and a chance to balance a good career with Westpac with spending quality time with the family"



ZAC TAYLOR

"We are real people with real jobs in Westpac and the bank needs to hear what real people think" says twenty one year old Zac.

Zac is a CSR 2 who is on relief staff in the NSW Central Coast/Newcastle region. He has been involved in the Union's Westpac Council in NSW/ACT since he came along to the Westpac Reps Conference in November 2003.

Zac brings to the team the perspective of younger Westpac staff as a branch staff member who works both in regional NSW and in the relief pool. He knows about the issues facing country and regional staff.

"We are the union", he says. "This EDA is about what Westpac staff need to be able to get on with the job. Our Union is not a "third party", separate from us - it is the vehicle we use to put our views forward. I encourage everyone to be an active part of our union to get the best possible EDA".



LINDA SCHOFIELD-OLSEN

Linda is pushing for better work/life conditions in the EDA.

Linda Schofield-Olsen as a National Vice President of the Union is a member of the FSU National Executive. Linda is also a member elected Trustee of the Westpac Staff Superannuation Plan and brings to the table more than 25 years of experience in Westpac in both city and country workplaces.

These days Linda works at the Concord Service Centre, the largest Westpac site in the country and has been directly involved in every EDA since our first one in 1993.

Linda has been a strong advocate of all members' interests in her time but takes a special interest in superannuation and the issues confronted by women working for Westpac - she remembers the early fights for equal pay and maternity leave and now is concerned about the need to get a better balance between work pressures and family life.

The need to improve Westpac staff super is very high on Linda's agenda because as she says, "The current 9% superannuation contribution is nowhere near enough to provide for a decent retirement for most members. Financial planners say it needs to be closer to 15% and I know the bank can afford to make a higher contribution than it currently does."



ELIZABETH LATU

"We want to be treated like people" says Elizabeth.

Celebrating her 25th birthday this month, Elizabeth Latu works in the International Trade and Payments centre in NSW. Elizabeth will bring to the National Council table representation of young people who work in centralised sites.

New to the Council, Elizabeth has worked with the other Union Reps in her area to build a dynamic workplace committee in her centre.

When talking about the EDA, Elizabeth says, "If Westpac is to be number one by September 2005 they must maintain number one people. We don't want to chip away at conditions, we want to be treated like people and we want Westpac to acknowledge that we have good staff". She goes on to say that, "It will be very important for the bank to agree to a decent pay rise for staff not only because we have earned it and it's a good way to recognise the quality of our people but also because it will help attract and retain the best people."

A GOOD AGREEMENT - IT'S UP TO YOU

ROLE OF THE NATIONAL COUNCIL

- ◆ The National Council is made up of Westpac union members from across Australia.
- ◆ The Council's objective is to help deliver an EDA that protects and advances the interests of Westpac members.
- ◆ Council members will actively engage Westpac staff in the EDA process through regular communication during the negotiation process.
- ◆ The Council will act as the reference point for union members and negotiators during the EDA process.
- ◆ The Council will release the FSU claim prior to the commencement of negotiations.

For contact details of your Council representative please contact your State union office on the numbers below or email nationalcouncil@fsunion.org.au

| | |
|--------------------------------------|----------------|
| Victorian/Tasmanian Branch | (03) 9261 5400 |
| New South Wales/A.C.T. Branch | (02) 9320 0000 |
| South Australian/N.T Branch | (08) 8229 6540 |
| Western Australian Branch | (08) 9220 3100 |
| Queensland Branch | (07) 3845 6900 |

EDA - A step on the way

The EDA should be seen as a major milestone in building union strength in the workplace.

Only by doing this are we able to ensure that what is in the EDA works for you in your workplace.

Ultimately in every Westpac workplace we need....

High union membership, Trained FSU Reps, Members prepared to get involved.

PRINCIPLES OF THE UNION CLAIM

Westpac members have established the following principles for their union claim in EDA 2004.

Better Pay

- ◆ Recognition for the skills and responsibilities demanded in the job;
- ◆ Recognition of the contribution to record profitability;
- ◆ Because it's time Westpac paid like a number one employer.
- ◆ Better retirement incomes.

Real Control, Real Choice

- ◆ Taking back some balance in the workplace: time for life - not just work;
- ◆ Having a real say about hours and breaks;
- ◆ Better parental entitlements;
- ◆ Better staffing levels and trained relief when required;

No Trade Offs

- ◆ Moving working conditions forward;
- ◆ No removal of what has been achieved by those before us.

Next Steps

Late June - National Council release final FSU claim.

Early July - Formal negotiations between FSU and Westpac start.

HOW YOU GET INVOLVED

Better working conditions and a better agreement starts with getting people involved.

Your union

Participating in your union is the most fundamental way to get involved. Make sure that people in your workplace know what is going on and are actively involved by:

- ◆ Encouraging them to read union materials and respond to fax backs.
- ◆ Hold a workplace meeting to discuss the EDA.
- ◆ Make sure your workplace has a trained union rep and that they are participating in union meetings.
- ◆ Contact your union office or visit the union's website for up to date information about the progress of negotiations at www.fsunion.org.au.

Tell the Bank

Make sure that Westpac hears the message loud and clear. Send your feedback and ideas straight to Westpac and if lost for words you can:

- ◆ Call 1800 635 258 and say you want Better Pay, Real Control and Real Choice and No Trade-Offs.
- ◆ Fax (02) 9226 6353 and tell them you want Better Pay, Real Control and Real Choice and No Trade-Offs.
- ◆ Email the EDA intranet page (Westpac Home Page: under "Our People", Network Communications: under "My Job") and say you want Better Pay, Real Control and Real Choice and No Trade-Offs.

"It's common sense, the more members who take an active interest in pursuing better pay, real control and real choice and no trade offs, the more likely we are to achieve it." FSU National Council 2004.

APPLICATION FOR FSU MEMBERSHIP



HOW TO COMPLETE THIS FORM

FSU offers you a range of payment options.

This form is for salary deductions, for alternatives contact the union on 1300 366 378.

| |
|----------------------------|
| Introduced by |
| FSU OFFICE USE ONLY |
| Date Processed |
| Membership No. |

- 1) Fill in your personal details in Section A.
- 2) Complete Section B.
- 3) Method of paying subscription fees - by Salary Deductions, complete Section C.
- 4) *Queensland applicants only:* complete Section D.
- 5) *NSW/ACT applicants only:* complete Section E.
- 6) Fax this form intact to your state branch (number on reverse) or fold this form and mail it to FSU (no postage stamp required!).

PLEASE PRINT CLEARLY

A YOUR DETAILS

Name: _____ / /

| Title | Given Names | Family Name | Date of Birth |
|-------|-------------|-------------|---------------|
| _____ | _____ | _____ | _____ / / |

Email: _____

| Home | Work |
|-------|-------|
| _____ | _____ |

Phone: _____

| Home | Work |
|-------|-------|
| _____ | _____ |

Home Address: _____

| Street | Suburb | Postcode |
|--------|--------|----------|
| _____ | _____ | _____ |

Work Details: _____

| Employer Name | Department/Branch |
|---------------|-------------------|
| _____ | _____ |

Work Address: _____

| Street | Suburb | Postcode |
|--------|--------|----------|
| _____ | _____ | _____ |

EMPLOYMENT BASIS *(please tick one box below)*

- 30 hours or more per week \$13.50 per fortnight * (incl. GST)
- 21 hours to less than 30 hours per week \$10.27 per fortnight * (incl. GST)
- Less than 21 hours per week \$7.02 per fortnight * (incl. GST)
- CASUAL** \$0.30c per hour (not to exceed \$13.50 per fortnight) * (incl. GST)

Are you Permanent: Yes No

Are you Full Time: Yes No

* MEMBERSHIP FEES SUBJECT TO CHANGE BY NATIONAL CONFERENCE

B The Workplace Relations Act 1996 (C'with) requires the Union to inform applicants that the National Conference determines the annual membership subscription rate and may, from time to time, require members to pay a levy or levies not exceeding \$50.00 pa. In accordance with s 264 (2) of the Act, a notice of resignation from membership of the Union takes effect:

(a) where the member ceases to be eligible to become a member of the Union:

- (i) on the day on which the (written) notice is received by the Union; or
- (ii) on the day specified in the (written) notice, which is a day not earlier than the day when the member ceases to be eligible to become a member; whichever is later; or

(b) in any other case:

- (i) at the end of two weeks, or such shorter period as is specified in the rules of the Union, after the notice is received by the organisation; or
- (ii) on the day specified in the notice; whichever is later.

Members are liable to pay all dues and levies outstanding at the effective date of resignation.

I wish to become a member of the Finance Sector Union of Australia and undertake to abide by its Rules.

X SIGNATURE _____ DATE / /

C SALARY DEDUCTIONS

C I hereby authorise the Employer to deduct from my pay each pay day the appropriate proportion of my annual subscription to the Finance Sector Union of Australia and forward the amount deducted on my behalf to the Union. I understand that the annual subscription may vary by a decision of National Conference and hence deductions vary upon notification of the Employer. This authority shall remain in force during my employment with the Employer or until cancelled by me in writing.

X SIGNATURE _____ DATE / /

SALARY / EMPLOYEE NUMBER _____

D QUEENSLAND BRANCH APPLICANTS ONLY

D If you work in Queensland, you are also eligible for membership of the Finance Sector Union of Australia, Queensland Branch. The following application and resignation details apply to you.

Please read this section and place your signature where indicated.

The Queensland Industrial Relations Act 1999 provides that membership of the Finance Sector Union of Australia, Queensland Branch, may be terminated if the member duly gives notification in writing of the member's resignation. Resignation will take effect if the notice states a day or time after the notice is given when the resignation takes effect, on the day or time, or otherwise when the notice is given.

Members are liable to pay all dues and levies outstanding at the effective date of resignation.

X SIGNATURE _____ DATE / /

E NSW/ACT BRANCH APPLICANTS ONLY

E If you work in New South Wales or the Australian Capital Territory, you are also eligible for membership of the Finance Sector Union of Australia, NSW Branch. The following application and resignation details apply to you.

Please read this section and place your signature where indicated.

The New South Wales Industrial Relations Act 1996 provides that membership of the Finance Sector Union of Australia, NSW Branch, may be terminated if the member duly gives notification in writing of the member's resignation. Resignation will take effect if the notice states a day or time after the notice is given when the resignation takes effect, on the day or time, or otherwise when the notice is given.

Members are liable to pay all dues and levies outstanding at the effective date of resignation.

X SIGNATURE _____ DATE / /

Sign up and go places.

Win free movie tickets and go into the draw
for a chance to win a trip for two to Vanuatu.

For terms and conditions go to www.fsunion.org.au